

**DUTY STATEMENT
OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER
LEGISLATIVE TECHNOLOGY BRANCH
INFRASTRUCTURE SERVICES DIVISION
DATA CENTER & INCIDENT MANAGEMENT SERVICES SECTION**

CLASSIFICATION TITLE: Information Technology Manager II
Data Center and Incident Management Services Section

WORKING TITLE: Infrastructure Technology Services Manager
POSITION NUMBER: 154-1406-XXX

EFFECTIVE DATE: 08/XX/2026

ORGANIZATION SETTING AND MAJOR FUNCTIONS

Under the administrative direction of the Deputy Director (CEA) of the Infrastructure Services Division (ISD), the Information Technology Manager II (ITM II) of the Data Center and Incident Management Services Section works at the mastery level managing/directing the most complex infrastructure projects and services for the Office of Legislative Counsel (OLC), the Legislative Data Center (LDC), the California State Legislature and Legislative support organizations. The ITM II provides leadership, direction, oversight, management, mentoring and support to a multidisciplinary team of IT managers and specialists across multiple units in the successful delivery of mission critical infrastructure technology projects and services. The ITM II oversees infrastructure technology service activities including, but not limited to, systems architecture, physical/virtual infrastructure planning and design, unified communications/messaging systems architecture, storage management, infrastructure capacity planning, business continuity, incident management/response and operational recovery. The operations of this section and its major projects are of extreme risk, where consequence of error is greatest.

The ITM II advises leadership on formulating IT strategy, policy, and governance as it pertains to the ongoing support and management of critical operational projects and services. The ITM II meets with executive level stakeholders to understand business constraints and provides leadership and strategic direction to the technical teams, and vendors/consultant staff to ensure project and organizational objectives are accomplished through effective project and vendor management. The ITM II plans, directs, and oversees critical IT projects and services, and ensures deliverables and functionality are achieved as defined in the project charter, funding documentation and subsequent project plans. The ITM II ensures mission critical program requirements are properly addressed, negotiates with executive-level decision makers on issues of critical importance to project success, and supports LDC's technical enterprise, governance, and portfolio management reporting. The ITM II works collaboratively with the Joint Rules Committee of the California State Legislature to ensure customer relationships are well maintained and communications are developed which support positive client interactions and ensure successful project outcomes are achieved.

The ITM II is responsible for setting/influencing organizational information technology policy and strategic plans, formulating long-range information technology programs and objectives, and reviewing/monitoring implementation and conformance of information technology programs with organizational policies, objectives and budget. The ITM II is also responsible for personnel development activities, contract negotiations and business services.

The ITM II exercises a high degree of initiative, independence of action and originality; demonstrates tact and exercises sound judgment that recognizes the best interests of the State Legislature and the OLC. Duties include, but are not limited to:

50% Leadership/ Project Management

- Plans, directs, manages, oversees and controls the activities of multi-disciplinary project teams and vendors in the successful implementation/delivery of highly complex mission critical infrastructure projects and services, including coordination with the Legislature, OLC, and other local, state, and federal agencies and private-sector stakeholders.
- Oversees coordination of priorities and assignments for critical IT operations, requests and services and monitors activities and work plans to measure level of effort/schedule versus planned activities. Oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking.
- Oversees the development and implementation of business continuity plans and ensures operational resilience by preparing for, responding to, and recovering from disruptions.
- Coordinates responses to IT service interruptions, assesses business impact, and leads multidisciplinary teams to restore normal operations quickly.
- Works collaboratively with executive leadership, senior management, project team members, subject matter experts, oversight, and stakeholders to ensure adequate definition of project scope, goals, deliverables are met.
- Creates a high performance environment at the LDC and within project teams to ensure the highest quality IT products and services are developed that meet the business objectives of LDC's customers.
- Provides contract management and oversees project planning and control, including management of communications, risks, issues, change requests, and incident tracking for ISD.
- Oversees the administration of, and coordinates services for, project funding from the Senate and Assembly and OLC.
- Communicates efficiently and effectively with the Legislature, OLC, and state, local, federal and private sector executive-level stakeholders. Ensures all time frame and cost estimates are met and that all sponsors and stakeholders are informed of plans, progress, and issues. Prepares formal progress reports.
- Communicates effectively to keep executives informed of the progress of resolving issues on IT projects. Adapts to changing priorities and acts as the focal point between the affected project and LDC in order to resolve project issues.
- Assists in the definition and development of policy, missions, goals, plans, and objectives of ISD as well as provide consultative support to other units within the agency and the Legislature.
- Prepares and reviews operational budget estimates, project proposals, and justifications for staffing, contractors, and resources required to support, maintain and enhance the services and applications used by customers of the Infrastructure Technology Services Section.

- Assists with metric collection and project portfolio analysis, project risk analysis, and project lessons learned collection and improvements.

30% Consultation/Advisory

- Directs and provides consultation on legislative projects and efforts with contractors, state, federal, local government agencies, and other project disciplines in the delivery and support of critical IT operations and services. Ensures coordination and compatibility across multidisciplinary, cross divisional teams to ensure overall success of projects/efforts through the use of communication skills and breadth of institutional knowledge.
- Provides consultative services in the discipline of project management to a wide variety of IT projects. Provides project leadership advising and consulting with external stakeholders and internal leadership and teams to ensure programs and operational services meet the business needs of the legislative customers.
- Meets with legislative clients to evaluate their needs, and develops innovative solutions to complex IT issues. Meets with executive level stakeholders to understand business constraints. Consults with contractors and vendors, and makes recommendations to initiate projects. Provides guidance on the technical, architectural, and operational elements of IT projects.
- Evaluates business proposals for new and enhanced information technology services requested by the OLC and the Legislature and makes appropriate recommendations and/or decisions.
- Reviews and/or participates in the evaluation of new technologies where business improvement processes benefit staff productivity or provide a means to better meet the needs of the Legislature. Works with internal technical teams to ensure that new technology architecture meets the legislative business needs for the strategic plan of the agency.
- Serves in a consultative capacity to agency executives and the Rules Committees of the Senate and Assembly and OLC.
- Evaluates operational system performance and initiates actions as required to ensure continued effectiveness to meet the IT business needs of the California Legislature.
- Advises management on formulating IT strategy, policy, and governance throughout the organization and enterprise-wide. Works with multi-disciplinary teams to ensure the integration and interoperability of multiple architectural platforms and systems; to build technology blueprint for current and future organizational business needs; and to provide scalable architecture, solution, and design.

20% Staff Management and Contractor Management

- Contributes to workforce planning, budgeting, and succession planning. Oversees the recruitment, training, development, and retention of staff. Evaluates necessary staff resources and training needs. Identifies and resolves staff performance issues, performs critical analysis, and provides direction for work plans, deliverables, and skills development for ISD.
- Fosters employee engagement and a positive, professional workplace culture in alignment with the OLC vision, mission and values.
- Provides advice and consultation to staff on the most difficult and sensitive work issues.
- Reviews recruitment procedures, hiring plans, staff development plans, develops and reviews performance reports, appointment documents, staff advancement, and Merit Salary

Adjustments (MSA) for appropriateness of action and adherence to departmental hiring, EEO, and other policies. Conducts performance appraisals and prepares requisite evaluation reports.

- Consults with subordinate managers on issues of preventive, corrective, and formal disciplinary action and supervisory problems in accordance with State and departmental policies, practices, and procedures.
- Mentors subordinate managers and staff on issues of project management, personnel resourcing, scheduling, budget, communications with executive sponsors, project stakeholders, and the Senate and Assembly Rules Committees.
- Supervises, evaluates, and trains subordinate supervisors and staff. Facilitates collaboration amongst multi-disciplinary project teams to identify common need and shared technology solutions and processes that align with the agency and Legislative customer business goals.
- Reviews and oversees various IT contracts, and performs contract manager/administrative functions. Ensures contractors have an adequate level of highly specialized expertise to support departmental technology and Legislative business needs.

Information Technology Domains:

Legislative Technology Consultants:	Moderate skills
Applications Services:	Moderate skills
Information Security:	Critical skills
Systems Infrastructure:	Critical skills
Network Infrastructure:	Critical skills
Business Technology Management:	Critical skills
Client Services:	Moderate skills
Project Management:	Critical skills

WORK ENVIRONMENT REQUIREMENTS

Core business hours are 8:00 am – 5:00 pm. Schedule may be adjusted and is contingent upon business, project, and customer needs. The ITM II carries a mobile device during work hours and off-shift, works evenings, weekends, and State Holidays as required. The ITM II uses highly secured LDC virtual private network technologies from off-site locations to access LDC's applications or systems to perform job duties outside of standard business hours. Occasional travel may be required.

ALLOCATION FACTORS

Supervision Received:

The ITM II reports directly to the Deputy Director of the Infrastructure Services Division. Assignments will be made by the Deputy Director and will be general in nature, accompanied by any special constraints and/or requirements. The incumbent will be responsible for analysis, planning, and implementation of these assignments.

Actions and Consequences:

The ITM II exercises initiative, independence of action, originality, demonstrates tact, and exercises sound judgment that recognizes the best interests of the State, the agency, and the California Legislature.

Errors, poor judgment, lack of legislative business knowledge, unplanned system downtime, and project failure on the part of the incumbent will result in political embarrassment to the California Legislature and immediate media attention. The quality of the services is very critical; risks to the California Legislators and the agency are extreme.

Personal Contacts:

Works closely with the OLC executives, California Legislature, Senate and Assembly Rules executive staff, all LDC management, technical, operations, and administrative personnel, with the vendor community, and external local, State, and Federal agencies. It is imperative for the ITM II at this level to be influential to these parties and gain their confidence.

Administrative Responsibilities:

The ITM II is responsible for planning and budgeting of operations and projects. The incumbent manages recruiting, selecting, placement and development of section personnel. The incumbent oversees vendor and consultant contractors.

Supervision Exercised:

The ITM II directly supervises a multidisciplinary team of IT managers and specialists across multiple units at varying classification levels. The ITM II has full management responsibility for the staff and activities of the Infrastructure Technology Services Section to coordinate and achieve the goals and objectives of the OLC.

Knowledge, Skills, and Abilities Required:

Knowledge of:

- High level strategic focus areas in multiple architectural platforms and systems critical to determining the technology roadmap for the current and future infrastructure technology services projects.
- Analysis and methods to obtain and translate legislative customers' business and information needs into automated legislative process solutions and to resolve data processing and computer systems errors.
- Analysis methods to obtain and translate customers' information technology needs and provide a stable and functional working environment.
- The full lifecycle of end user device solutions including evaluation, configuration, provisioning, training, security, tracking, and support for an end user computing environment.
- Information technology concepts, best practices, methods and principles which support legislative business solutions.
- Hardware and software being supported within the Legislative network that is critical to systems

availability and service up-time for current and future IT efforts.

- Methods to investigate and resolve issues with various technical systems that support critical IT services/operations.
- Program and project management best practices and principles used to analyze highly complex solutions that meet legislative customers' business and information system requirements.
- Project management practices to ensure projects stay on schedule and appropriate action is taken when problems occur and risk management practice to mitigate risk of failure of projects.
- Business and management principles involved in planning, resource allocation, leadership techniques, and coordination of people and resources.
- Contract administration practices to ensure provisions are met by vendors, consultants or contractors.
- Customer service and support practices to provide the levels and types of services required to meet customers' business needs.
- Evaluating proposed new technology for meeting business requirements of the California Legislature and the OLC to ensure that new technology architecture meets the strategic plan of the agency.
- Evaluating system performance and initiating actions as required ensuring continued effectiveness to meet the information technology needs of the California Legislature.
- Human behavior and motivation techniques to create a high performance work environment and encouraging positive working relationships with all levels of the organization and cross-functional teams.
- The Legislative environment and legislative process, including the legislative calendar and deadlines, to provide effective information technology services and solutions.
- The Legislature's business processes to develop and support business applications that meet their business needs.
- OLC Vision, Mission, Values, organizational structure, policies, processes, procedures, rules and regulations.
- Policy formulations and recommendations for executive management.
- Principles and practices of organization, administration, human resource, and budget management.
- State personnel practices to effectively perform personnel administration of staff resources.

Skills and Ability to:

- Adjust rapidly to new situations warranting attention and resolution; be open to change and adapt behavior and work methods in response to new information, changing conditions, unexpected obstacles or changing priorities.
- Analyze data and situations, reason logically and creatively, draw valid conclusions, develop effective solutions and use a variety of analytical techniques to resolve problems.
- Establish a good working relationship with OLC/LDC executive management, customers and vendors that culminates in successfully meeting customers' expectations of products and services.
- Formulate policies and recommendations for executive management.
- Learn, interpret and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Oversee, organize and monitor request workload to ensure timely and accurate delivery and completion of requests.

- Think tactically and strategically to provide IT solutions and services to meet customer's business needs.
- Act as an advisor to executive management, managers, supervisors, colleagues, and team members.
- Address detailed examination from legislative leaders, Members, and high ranking legislative staff without deferral or delegation in a discrete and nonpartisan manner on technology initiatives.
- Advise management on formulating IT strategy, policy, and governance throughout the organization and enterprise-wide.
- Communicate effectively, both orally and in writing, with legislative stakeholders, executive management, managers, supervisors, colleagues, team members, contractors, and vendors.
- Create a high performance work environment and perform effectively with cross-functional teams to meet goals and objectives.
- Demonstrate executive countenance and confidence required to arrive at decisions.
- Efficiently and effectively manage time and resources allocated to complete program, project and operational assignments.
- Establish and maintain strong cooperative and collaborative working relationships with agency executives, management, customers and vendors that culminates in successfully meeting customers' expectations of products and services.
- Exercise discretion when confronted with strong pressures for and exposure to disclose confidential information because of the partisan nature of the Legislature.
- Exercise sound fiscal responsibility to adhere to fiscal guidelines, regulations, principles, and standards of the OLC when committing resources for program, project or operational support.
- Learn, interpret and apply new or changes to existing business processes and/or technologies to IT problems in the legislative business environment.
- Listen, discern, and constructively summarize subtle and sensitive communications from legislative staff in a partisan political environment.
- Foster employee engagement and a positive, professional workplace culture in alignment with the OLC vision, mission and values.
- Motivate, guide, coach and mentor staff by conveying a commitment to work assignments in support of the OLC Vision, Mission, and Values.
- Perform effectively with cross-functional teams to meet goals and objectives.
- Quickly adapt to changes in program, project and operational priorities by being flexible in shifting schedules, milestone, resources or competing priorities.

I have discussed with my supervisor the duties of the position and have received a copy of the duty statement. I certify that I am able to perform the duties of this position with or without reasonable accommodation.

Employee's Signature

Date